

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

LINDA LOU WOODS

COMPLAINANT

V.

KENTUCKY POWER COMPANY

DEFENDANT

)
)
)
) CASE NO.
) 2009-00165
)
)
)
)

ORDER TO SATISFY OR ANSWER

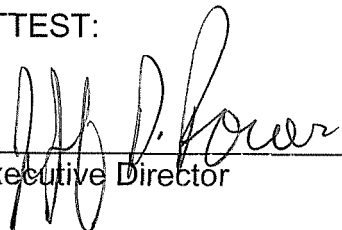
Kentucky Power Company ("Kentucky Power") is hereby notified that it has been named as defendant in a formal complaint filed on April 20, 2009, a copy of which is attached hereto.

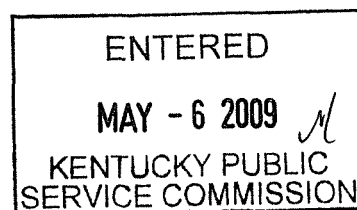
Pursuant to 807 KAR 5:001, Section 12, Kentucky Power is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within 10 days of the date of service of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record.

By the Commission

ATTEST:


Executive Director



Martha 95

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the matter of:

Linda Lou Woods
(Your Full Name)

COMPLAINANT

VS. AEP / Ky Power

(Name of Utility)

DEFENDANT

2009-00165

RECEIVED

APR 20 2009

PSC Consumer Services

COMPLAINT

The complaint of Linda Lou Woods respectfully shows:
(Your Full Name)

(a) Linda Lou Woods
(Your Full Name)

116932 State Route 207 Argyleite
(Your Address) Ky 41121-8783

(b) AEP / Ky Power
(Name of Utility)

PO Box 24401 Canton Ohio 44701-4401
(Address of Utility)

(c) That: See attached sheets
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts

and basis for the complaint.)

Redacted copy
for posting
on web

Continued on Next Page

Formal Complaint

vs.

Page 2 of 2

Wherefore, complainant asks

\$505.71 plus \$300.00
(Specifically state the relief desired.)

(food loss) = \$805.71 to be
attached (credited) to future bills

Dated at

Orwellite
(Your City)

Kentucky, this 12 day

of

April, 2009
(Month)

Linda Lou Woods
(Your Signature)

Paul Craft 606 473 7303
(Name and address of attorney, if any)

McGinnis McBrayer + Kuttane
attn. at law Main St
Greenup Ky 41144

807 KAR 5:001. Rules of procedure.

Section 12. Formal Complaints.

(1) **Contents of complaint.** Each complaint shall be headed "Before the Public Service Commission," shall set out the names of the complainant and the name of the defendant, and shall state:

(a) The full name and post office address of the complainant.

(b) The full name and post office address of the defendant.

(c) Fully, clearly, and with reasonable certainty, the act or thing done or omitted to be done, of which complaint is made, with a reference, where practicable, to the law, order, or section, and subsections, of which a violation is claimed, and such other matters, or facts, if any, as may be necessary to acquaint the commission fully with the details of the alleged violation. The complainant shall set forth definitely the exact relief which is desired (see Section 15(1) of this administrative regulation).

(2) **Signature.** The complaint shall be signed by the complainant or his attorney, if any, and if signed by such attorney, shall show his post office address. Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

(3) **Number of copies required.** At the time the complainant files his original complaint, he must also file copies thereof equal in number to ten (10) more than the number of persons or corporations to be served.

(4) Procedure on filing of complaint.

(a) Upon the filing of such complaint, the commission will immediately examine the same to ascertain whether it establishes a prima facie case and conforms to this administrative regulation. If the commission is of the opinion that the complaint does not establish a prima facie case or does not conform to this administrative regulation, it will notify the complainant or his attorney to that effect, and opportunity may be given to amend the complaint within a specified time. If the complaint is not so amended within such time or such extension thereof as the commission, for good cause shown, may grant, it will be dismissed.

(b) If the commission is of the opinion that such complaint, either as originally filed or as amended, does establish a prima facie case and conforms to this administrative regulation, the commission will serve an order upon such corporations or persons complained of under the hand of its secretary and attested by its seal, accompanied by a copy of said complaint, directed to such corporation or person and requiring that the matter complained of be satisfied, or that the complaint be answered in writing within ten (10) days from the date of service of such order, provided that the commission may, in particular cases, require the answer to be filed within a shorter time.

(5) **Satisfaction of the complaint.** If the defendant desires to satisfy the complaint, he shall submit to the commission, within the time allowed for satisfaction or answer, a statement of the relief which he is willing to give. Upon the acceptance of this offer by the complainant and the approval of the commission, no further proceedings need be taken.

(6) **Answer to complaint.** If satisfaction be not made as aforesaid, the corporation or person complained of must file an answer to the complaint, with certificate of service on other parties endorsed thereon, within the time specified in the order or such extension thereof as the commission, for good cause shown, may grant. The answer must contain a specific denial of such material allegations of the

complaint as controverted by the defendant and also a statement of any new matter constituting a defense. If the answering party has no information or belief upon the subject sufficient to enable him to answer an allegation of the complaint, he may so state in his answer and place his denial upon that ground (see Section 15(2) of this administrative regulation).

807 KAR 5:001. Rules of procedure.

Section 15. Forms.

(1) In all practice before the commission the following forms shall be followed insofar as practicable:

- (a) Formal complaint.
- (b) Answer.
- (c) Application.
- (d) Notice of adjustment of rates.
- (2) Forms of formal complaint.
- (3) Form of answer to formal complaint.
- (4) Form of application.
- (5) Form of notice to the commission of adjustment of rates

Before the Public Service Commission

(Insert name of complainant))	
Complainant)	
)	No. _____
vs.)	(To be inserted by
)	the secretary)
(Insert name of each defendant))	
Defendant)	

COMPLAINT

The complaint of (here insert full name of each complainant) respectfully shows:

(a) That (here state name, occupation and post office address of each complainant).

(b) That (here insert full name, occupation and post office address of each defendant).

(c) That (here insert fully and clearly the specific act or thing complained of, such facts as are necessary to give a full understanding of the situation, and the law, order, or rule, and the section or sections thereof, of which a violation is claimed).

WHEREFORE, complainant asks (here state specifically the relief desired).

Dated at _____, Kentucky, this _____ day
of _____, 19____.

2009

(Name of each complainant)

(Name and address of attorney,
if any)

Linda L Woods
16932 State Route 207
Argillite, Ky. 41121-8783
(606) 473-2368
steeter195848@yahoo.com

April 10, 2009

Ky. Public Service Commission
211 Tower Blvd.
P.O. Box 615
Frankfort, Ky. 40602-0615

To Whom it may concern:

On November 26, 2008 my husband and I filed Chapter 7 bankruptcy.
Discharged on March 23, 2009.

We turned in All of the bills we could think of at the time, However we had to have electricity and a new account was set up. When the bill was received I contacted my attorney with the charges and an admemdment was placed at that time. My attorney advised me that another account ould be set up and at that time I would be given the notice of deposit with the account number. I was waiteing to be notified, when on Monday, April 6, 2009 my electric services was turned off, without notice. I called the attorney to straighten this matter up. Did not hear anything so I personally called the power company and was told that I had before monday April 13, to pay the bill or the account would go to old accounts. And on Monday the 13 a extra \$178.00 deposit would be required plus the balance of the bill to reestablish power. I borrowed the money from my family and paid the \$505.71 required. However I was advised that an admemdment could be filed up to one(1) year after discharged. The attorney could not understand when notified, why the power company did not dispute the potition and actions taken. Instead I was not notified . my power was termanated and over \$300.00 in food went to waste. Electric is a necessity not a luxery and they had us. pay it or no electric, no heat, no way to cook ect. I feel I deserved to

be notified and now reinversed for the loss of food.

Sincerely,

Linda L Woods

Linda L Woods
16932 St Rt 207
Argillite, Ky. 41121
(606) 473-2368

RECEIVED

APR 24 2009

PUBLIC SERVICE
COMMISSION

April 22, 2009

Public Service Commoision
211 Sower Blvd.
P.O.B 615
Frankfort, Ky. 40602-0615

To Whom it may concern:

I filed a complaint on AEP and would like to submit other papers from AEP that I personally do not understand nor do I see how they can do this to any customer.

I just paid \$505.71 to get my electric turned back on after disconnect. The Shelter for domestic violence put up the very first deposit for me in July of 2008 of \$150.00 after my husband and I filed bankruptcy this was put toward the balance owed on the account and I had to put up another deposit of \$178.00. For a new account. This was disconnected said it was not to be filed on bankruptcy however AEP did not dispute it in court when an admendment was filed. After paying the \$505.71. So I would not be charged another \$178.00 (7 days later) if not paid. However NOW! I find out AEP is chargeing me yet ANOTHER deposit of \$222.00. What in the name of God are they doing? And how many times am I going to be charged? The already have had 3 deposit amounts paid at this residence sence I moved in. July 2008. Now I get another Disconnect notice to be paid on or before April 28, 2009 or disconnect AGAIN!!!!!!!!!! I seem to have no releaf in sight sence we have to have electric and AEP is the ONLY supplier in this area. PLEASE do something to resolve this matter.

Linda L. Woods

COMMONWEALTH

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Account Number

Page 2 of 3

3033-1

Month	Usage	Month	Usage	Month	Usage	Month	Usage	Month	Usage
Apr 08		Jun 08		Aug 08		Oct 08		Dec 08	1,605
May 08		Jul 08		Sep 08		Nov 08		Jan 09	2,606
Average Monthly Usage: 2016 KWH						Total Usage (Past 12 Months): 8067 KWH			

KPCo MESSAGES

****No Checks? No Stamps? No Time? Sign up to have your payment automatically withdrawn each month from your bank account. To enroll, visit our website at www.KentuckyPower.com or contact us by phone at 1-800-572-1113.****

***More Customer Service for You* Go to www.AepCustomer.com enter your zip code, log in or register your account, select "Update Your Account Info"; change your mailing address, phone number and more. Check us out on the web!**

Visit us at www.KentuckyPower.com.

Steven L. Beshear
Governor

Leonard K. Peters
Secretary
Energy and Environment Cabinet



Commonwealth of Kentucky
Public Service Commission
211 Sower Blvd.
P.O. Box 615
Frankfort, Kentucky 40602-0615
Telephone: (502) 564-3940
Fax: (502) 564-3460
psc.ky.gov

David L.

Jarr
Vic

J
Co

Linda L. Woods
16932 State Route 207
Argillite, KY 41121

April 21, 2009

RE: Case No. 2009-00165
American Electric Power
(Complaints - Service)

This letter is to acknowledge receipt of initial application in the above case. The application was date-stamped received April 20, 2009 and has been assigned Case No. 2009-00165. All future correspondence or filings in connection with this case, please reference the case number.

If you need further assistance, please contact my staff at (502) 564-3940.

Sincerely,

David L. Jarr



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
D-K-533582514
135-1

031000135 01 AT 0.346

|||||
LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Total Amount Due \$ 136.93
On or Before 04/28/09

9936

Amount Enclosed

\$

Make Check Payable and Send To:
KENTUCKY POWER COMPANY
PO BOX 24410
CANTON OH 44701-4410

|||||

000013693000023629010000000000357403169013041304009900007

035-740-316-9-0 CYC

Please tear on dotted line and return top portion with your payment

SERVICE AT:

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions ?

Call:
1-888-932-4237

Account Number

Pay by Phone
1-800-611-0964

Tariff 015
RESIDENTIAL

Disconnect After Date 04/28/09

DISCONNECT NOTICE

Your electric service account is currently past due. We have scheduled your electric service for disconnection after 04/28/09.

PAST DUE AMOUNT \$ 136.93

In order to avoid disconnection, KENTUCKY POWER COMPANY requests that you pay at least \$136.93. In the event that service is disconnected, a reconnection charge will be required and a deposit may also be required.

You may mail your payment to us in the enclosed return envelope or select one of several other payment options which KPCo offers. To obtain more information about payment options, please contact one of our representatives at (800)572-1113 hearing impaired: (888)572-4833 or visit us at www.aepcustomer.com.

If payment has been made, please accept our thanks and disregard this notice.

See back of this notice for important customer rights and other information.

Receipt of a new bill will not change the requirements stated on this notice.

Mailing Date: 04/14/09

Community Action Agency
504 Main St.
Greenup, KY 41144
Telephone: (606) 473-9873



A unit of American Electric Power

See other side for
Important Information

Kentucky Power Company is authorized
to transact business in Kentucky
as American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401

3033-1
SERVICE AT:

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions About Bill
or Service, Call:

1-800-572-1113

Pay by Phone
1-800-611-0964

Account Number

Bill Date 04/09/09

Page 3 of 3

DEPOSIT RECEIPT

The amount indicated below is a deposit to secure payment of bills for electric service. The deposit is refundable based on the "Deposit Policy" section of this receipt. While the deposit is being held, the electric service bills are to be paid regularly as rendered in accordance with Tariffs, Terms and Conditions of Service. This receipt is not transferable.

Customer Name	Linda L Woods
Customer Address	16932 State Route 207
Account Number	[REDACTED] Area Office 01012
Deposit Number	[REDACTED]
Deposit Date	04/08/09
Deposit Amount	\$ 22.00
Cashier Number	895

THIS VOIDS AND REPLACES ANY TEMPORARY RECEIPT THAT MAY HAVE BEEN PREVIOUSLY ISSUED.

DEPOSIT POLICY

This deposit amount will be refunded at the time your electric service is discontinued or you can contact this office and request a review for refund or recalculation of your deposit after we have held it for at least 18 months.

Interest at 6% per annum will be paid on any deposit from date paid. The amount of interest will be included in the total amount refunded to you or applied to your final bill when service is discontinued.

If you have any questions, at any time, about our deposit policy, please contact us.

PLEASE RETAIN THIS DEPOSIT RECEIPT FOR YOUR RECORDS



**KENTUCKY
POWER**

A unit of American Electric Power

Rates available
on request

See other side for
important information

Kentucky Power Company is
authorized to transact business in
Kentucky as American Electric Power



A unit of American Electric Power

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-K-533552514
3033-1

030003033 01 AT 0.346

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Total Amount Due \$ 236.29
Current Charges Due Apr 28

7636

Amount Enclosed \$

\$136.93

Make Check Payable and Send To:
KENTUCKY POWER COMPANY
PO BOX 24410
CANTON OH 44701-4410

0000236290000236290100000000000357403169009042804009900008

Please tear on dotted line and return top portion with your payment

CYC 9

SERVICE AT:

LINDA L WOODS
16932 STATE ROUTE 207
ARGILLITE, KY 41121-8783

Questions About Bill
or Service, Call:
1-800-572-1113
Pay by Phone:
1-800-611-0964

Account Number

Bill Date 04/09/09
Page 1 of 3

PREVIOUS CHARGES:

Amount Due After Payment Agreement
Deposit Amount Due
Payment 04/09/09 - Thank You
On Premise Collection Charge
Reconnection Charge
Previous Balance

Account Balance	Amount Due
\$ 399.07	
222.00	
505.71 CR	
8.63	
12.94	
\$ 136.93	\$ 136.93

CURRENT KPCo CHARGES (1-800-572-1113):

04/08/09 Tariff 015 - RESIDENTIAL SERVICE

Rate Billing \$ 64.91
Fuel Adj @ 0.0103671 Per KWH 9.46
DSM Adj @ 0.0006440 Per KWH .59
Residential HEAP @ \$0.10 .10
Net Merger Cr @ 0.0007300- Per KWH .67 CR
Capacity Charge @ 0.0008240 Per KWH .75
Environmental Adj 1.6248000% 1.22
Current Electric Due \$ 76.36

Initial Installment Of A

Required \$68 Deposit

\$ 76.36	\$ 76.36
\$ 23.00	\$ 23.00

Total Amount Due \$ 236.29
Due Date Apr 28

\$2.63 is your average daily cost for current electric service

USAGE:

Meter Number	Service Period		Meter Reading		Multiplier	Metered Usage
	From	To	Prev CD	Pres CD		
	03/10/09	04/06/09	40208 R	41120 F	1.0000	912 KWH
	04/06/09	04/08/09	41120 F	41120 R	1.0000	0 KWH
	04/08/09	04/08/09	41120 R	41120 F	1.0000	0 KWH

CD - Read Code: F = Actual Reading
R = Rf Read

29 Billing Days Next Scheduled Read Date 05/11/09



A unit of American Electric Power

Rates available
on request

See other side for
important information

Kentucky Power Company is
authorized to transact business in
Kentucky as American Electric Power

Paul Craft McGinnis McBrayer & Kirkland
Main Street
Greenup, KY 41144

Errol K Wagner
Director of Regulatory Services
American Electric Power
101A Enterprise Drive
P. O. Box 5190
Frankfort, KY 40602

Linda L Woods
16932 State Route 207
Argillite, KY 41121